

DRAWING AMENDMENTS

The attached two sheets of drawings set forth changes to FIGS. 2 and 4. The first sheet, which includes FIG. 2, replaces the original sheet including FIG. 2. The second sheet, which includes FIG. 4, replaces the original sheet including FIG. 4. In FIG. 2, previously omitted element Lexical Knowledge Base 222 has been added. Support for this addition is found at page 13, lines 4-7 of the specification. In FIG. 4, the Contact Center, ME and AKB, Data Access Services and Automatic Response elements have been renumbered to match their numbering in FIG. 1.

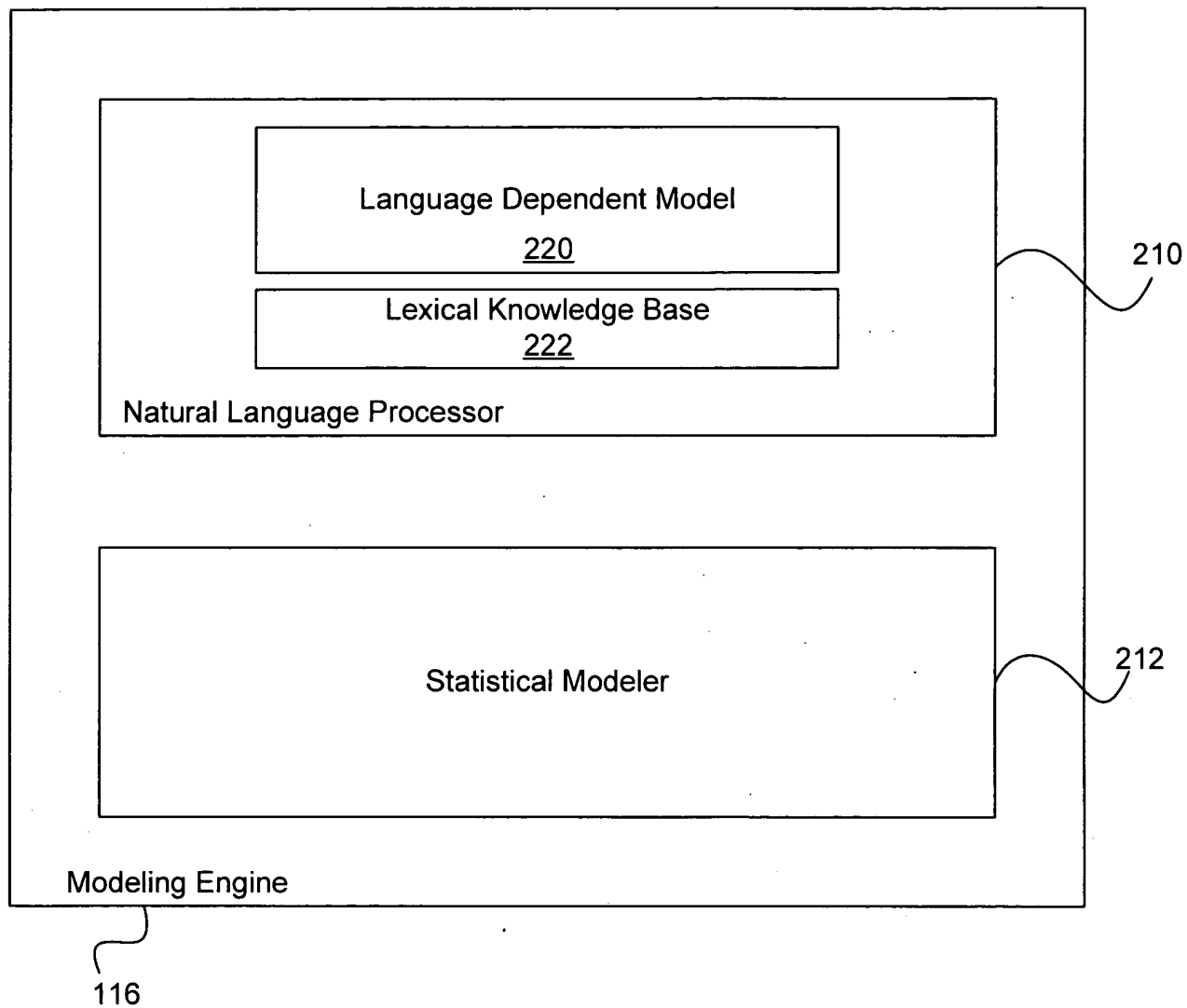
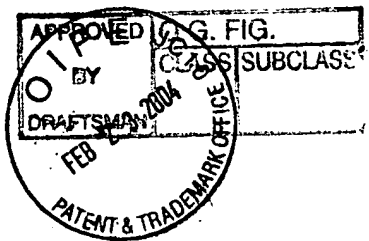


Fig. 2

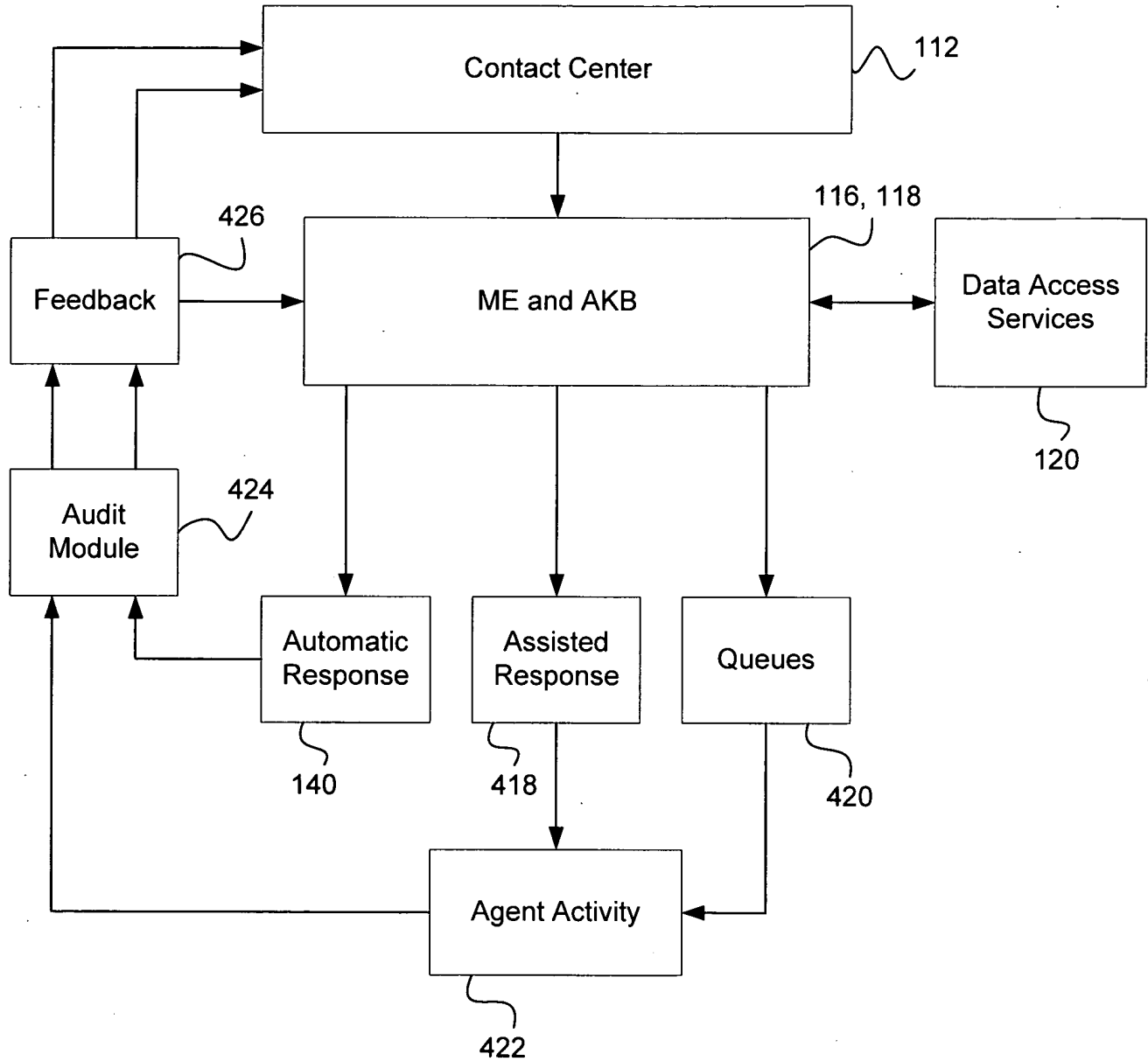
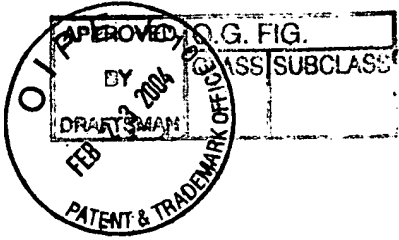


Fig. 4